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**ABSTRACT**

A method of, apparatus for and software facilitating electronic business transactions across a network of interconnected electronic devices including: generating an  
5 electronic business call document by way of one of the electronic devices (the calling device), the call document having a call document format selected for use in respect of the calling device; sending the call document to a business transaction centre operatively connected to the calling device; translating  
10 the call document to an intermediate format for processing, said processing including identifying another one of the electronic devices (the answering device); translating the call document from said intermediate format to an answering document format selected for use in respect of the answering device; and sending  
15 the translated call document to the answering device.